



ADMIN & CORPORATE TRAINING

THE LEGAL SECRETARY

(Note that this is a highly popular course and fills up rapidly)

DURATION

3 Days

PURPOSE OF THIS COURSE

Any individuals who are or wish to be involved in secretarial duties in a legal practices will benefit with this course. This course allows students to develop the skills required to enter the arena of the Legal Secretary. The course provides general business skills and practical approaches to all aspects of the Legal Secretary.

The Legal Secretary course will provide a broad knowledge and skills needed in the industry and to progress along a career path for learners.

The course should produce knowledgeable, skilled administrative secretaries who are able to contribute to improved productivity and efficiency within the industry. It should provide the means for current individuals in the secretarial and administrative field to upgrade their skills and knowledge base.

CERTIFICATION

On successful completion of the programme, the learner will receive an Attendance Certificate from the Law Society of SA/L.E.A.D





WHO SHOULD ATTEND

- ❖ Secretaries
- ❖ Administrative Secretaries
- ❖ Administrative Managers
- ❖ Receptionists
- ❖ Individuals who want to pursue a career as a Legal Secretary

WHAT PREVIOUS STUDENTS SAID

- ❖ "It gives you a broad understanding of the legal environment and I now have a much better understanding of the law and courts. "
- ❖ "I will now manage my work and that of my bosses' more effectively and will handle difficult clients with greater confidence."
- ❖ "The course motivated me and made me think of ways to improve my work."
- ❖ "Clear, transparent, encouraging & easy."
- ❖ It gave us the knowledge and skill to understand our workplace better and we also know how the Legal field operates."
- ❖ "My time management skills and attitude towards my job will definitely increase."
- ❖ "I'll take my job more seriously and enjoy what I'm doing. I feel confident, thank you."
- ❖ "My ethics and teamwork will definitely be better."

LEARNING THAT IS ASSUMED TO BE IN PLACE

Learners need to have a basic knowledge of English as a written language as well as basic numeric skills. No previous knowledge or experience is necessary.





GENERAL LEARNING OUTCOMES

After completion of this training the learner should be able to:

THE LEGAL SYSTEM (DAY 1)

- ❖ Know the background of the legal system in South Africa;
- ❖ Understand the South African Court System
- ❖ Understand the working of various government offices and other legal offices working with the Attorney's office
- ❖ Learn to identify work in the various departments in the attorney's Office
- ❖ Learn to process and understand the risks and importance of incoming and outgoing legal documents
- ❖ Explain how to access and use information from various sources regarding the law practices
- ❖ Understand legal terms
- ❖ Understand the basic rules of ethics and relevant rules of the Law Society.

THE LEGAL SECRETARY (DAY 2)

- ❖ Learn how to co-ordinate minor events, minute taking and travel arrangements
- ❖ Explain how to co-ordinate the calendar on outlook for the busy partner
- ❖ Understand how office supplies are controlled as well as the maintenance of office equipment
- ❖ Learn how to prepare and process documents for financial processes in the practitioners' office
- ❖ Learn how to process incoming and outgoing telephone calls
- ❖ Understand the managing of incoming and outgoing mail
- ❖ Understand communication - verbally and non-verbally - in the law practices
- ❖ Know how to control the reception area and boardrooms





- ❖ Explain basic business calculations
- ❖ Learn how to plan, monitor and control an information system in a business environment

BUSINESS FUNDAMENTALS (DAY 3)

- ❖ Understand motivation
- ❖ Be able to manage time and stress
- ❖ Explain client care and Service Excellence
- ❖ Learn how to delegate
- ❖ Know how to be assertive and confident
- ❖ Be able to understand team work
- ❖ Know how to handle difficult clients
- ❖ Be able to provide practitioners with necessary support

COURSE OUTLINE

THE LEGAL SYSTEM

- ❖ Constitution as the supreme law
- ❖ Common law
- ❖ Case law
- ❖ Customary law
- ❖ Legislation
- ❖ The South African Court System
 - The Constitutional Court
 - The Supreme Court of Appeal
 - The High Courts
 - The Magistrates' Courts





THE LEGAL PROFESSION

- ❖ Administrative officials of the courts
- ❖ Presiding officer's
- ❖ Judges
- ❖ National Prosecution Authority
- ❖ Practitioners
- ❖ Advocates
- ❖ Sheriffs and Deputy Sheriffs
- ❖ The State Attorney
- ❖ The Family Advocate
- ❖ The various departments in the attorney's office
- ❖ Incoming and outgoing legal documents
- ❖ Legal Terms – Term/Translation/Definition and use
- ❖ The relevant rules of the Law Society
 - Legal Practitioners Fidelity Fund Certificate
 - Interest earned on the Trust Account
 - Audit report
 - Company information at the Law Society's record department

THE LEGAL SECRETARY

- ❖ Events
- ❖ Meetings
- ❖ Co-ordinate the calendar on Outlook
- ❖ Office supplies and equipment
- ❖ Financial processes
- ❖ Incoming and outgoing telephone calls
- ❖ Managing incoming and outgoing mail
- ❖ Verbal and non-verbal communication
- ❖ Making the client feel at home
- ❖ Business calculations
 - Interest rates
 - Installments
 - Guarantees
 - VAT





- Discount
- ❖ Protection of Personal Information

BUSINESS FUNDAMENTALS

- ❖ Motivation
- ❖ Identifying problems with time management
- ❖ Strategies for time management
- ❖ Techniques to help reduce procrastination
- ❖ How to deal with stress
- ❖ Client Care
- ❖ Client Satisfaction
- ❖ Delegation
- ❖ Confident and assertive
- ❖ What makes an effective team and the importance thereof
- ❖ Dealing with difficult clients
- ❖ Skills to provide your attorney/s with the necessary support

